



Childcare Inspection Report on

Emma Jones

Cardiff



Date Inspection Completed

12/09/2019

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Ratings	What the ratings mean
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being. Where services are poor we will take enforcement action and issue a non-compliance notice

Description of the service

The child minder is registered with Care Inspectorate Wales (CIW) since October 2008 to care for six children under the age of twelve years. Her service runs from her three bedroom semi-detached home in Caerau, Cardiff which she shares with her husband and pets including two dogs, two cats and fish. Opening hours are 8.00am to 6.30pm Monday to Friday. The child minder also works with the Cardiff local authority to provide respite care through her child minding business for some families. This is an English language service which uses incidental Welsh to promote bilingualism with the children.

Summary

Theme	Rating
Well-being	Good
Care and Development	Good
Environment	Good
Leadership and Management	Good

1. Overall assessment

Children receive good care and attention from a well-qualified child minder who has over 20 years' experience in child care. Care is focussed on children's individual needs and as a result they are very comfortable, relaxed and settled. Children's individuality is celebrated and they are encouraged to speak and express themselves. Children are offered interesting, age appropriate play based activities which sustain their interest. They develop confidence as their self-help skills are promoted consistently. The childminder's home is clean and safe, indoors and outside, with sufficient space and facilities to meet the needs of children. The child minder manages her service very well and complies with all CIW regulations. She is very focused on children's needs and strives to continually improve her service. She works in line with her policies and procedures which are reviewed and updated regularly. The childminder ensures that she involves parents in making decisions about their child's wellbeing and keeps them well informed and updated on a daily basis.

2. Improvements

Good practice recommendations from the last inspection have been actioned. These include;

- All child development records are dated to show how the child has progressed through the milestones used and
- children's voices are reflected in the quality of care report.

3. Requirements and recommendations

There were no non-compliance issues identified during this inspection.

Recommendations made are discussed within the body of the report and summarised in the final section.

1. Well-being

Good

Summary

Children's well-being is promoted and they are secure, happy and comfortable within the service. They engage in play based activities which are interesting and exciting. They make friends and have a strong bond of affection with the childminder. They develop confidence and independence as the childminder is focussed on their individual needs and skills.

Our findings

Children can make independent decisions and express their opinions about matters that affect them. They are encouraged to speak and their views are valued. Children decided that they wanted to make pizzas for dinner and selected the toppings individually. They have the freedom to follow their play interests and independently choose their activities. The childminder is very patient, giving children time to explain their ideas and thoughts.

Children are active and express enthusiasm and enjoyment. They are happy, settled and have formed very positive relationships with their peers and the childminder. The children told us how they loved to see her at the end of the school day. They have a sense of belonging to the service and three of the older children explained they had been with the childminder from a young age. They smiled as they listened to the childminder telling what they were like when they started.

Interactions between children and the childminder are consistently good. Children cooperate well and are respectful of each other. They are polite and use good manners without being prompted. Children showed us what resources were available and they worked together, taking turns to open up storage cupboards and explain the activities. They said that they had helped the childminder with the house rules and could repeat most of them to us.

Children are enthusiastic and interested in their play and learning. They enjoy a good range of interesting opportunities indoors and outdoors and can choose to relax and have quiet times. They take age appropriate risks in their play and are mindful of safety when using the trampoline. They demonstrate confidence and pride as the childminder recognised their skills and special talents. The children told us how they were very good at singing, dancing and drawing.

Children are developing with a child minder with many years of experience of caring for children. They develop independence as they are given lots of opportunities to practice their self-help skills. During the cooking session the children were highly involved and the childminder provided assistance and guidance mainly around areas of safety. They cleared their plates and regularly help to wash and dry the crockery. Children are also encouraged to use the Welsh language during play including counting and colour recognition and simple greetings and phrases.

2. Care and Development

Good

Summary

The childminder provides a good level of inclusive, responsive care and ensures that children's development is promoted effectively. She manages children's interaction well and provides a good variety of play and activities to engage children. The childminder has a good understanding of the importance of healthy lifestyles and ensures children have plenty of physical exercise, freshly prepared meals and remain well hydrated.

Our findings

The child minder follows procedures to ensure children's safety and health needs. She has a level 3 teaching assistant qualification and many years' experience supporting children with Additional Learning Needs (ALN). The childminder updated her safeguarding training in July 2019 and there is a safeguarding policy in place, which includes details of prevent duty. Prevent duty is a government strategy to protect children from extremism and radicalisation and all child minders should be familiar with its content. She holds a current paediatric first aid certificate and a Level 2 award in Food Safety in catering. We examined accident and incident records including pre-existing injuries and found these to be well maintained, audited and signed by parents. The childminder is registered with Environmental Health Food Safety and has achieved the Good Standard Healthy Snack Award. The childminder offers a healthy menu, developed with the children, and we saw that she has child friendly information about healthy lifestyles displayed. The medication policy is clear on the procedure for administering medication. The childminder is aware of her responsibility to update her menu with food allergens information and is in the process of completing this.

The childminder has a behaviour management policy and consistently implements positive behaviour management strategies. She has a good understanding of child development and how this affects children's behaviour. She listens, is responsive and respects children's views and children are clear about the rules. The childminder is sensitive to the needs and experiences of individual children and acts as a good role model at all times

The child minder provides a good range of activities and gives warm and sensitive care to promote children's development. The childminder provides care which meets children's individual needs and abilities. The atmosphere was calm and happy and gave the children confidence to explore and make their own decisions. We examined her planning and assessment records for children's development which is formally recorded with next steps in the learning identified. She is keen to further develop these and also tries to incorporate some Welsh into the children's play help promote their learning. She is also registered with Cardiff Local Authority to provide respite care for children with ALN and some have attended her service for many years.

3. Environment

Good

Summary

The child minder's home is secure, clean and welcoming and unnecessary risks to children have been identified and as far as possible eliminated. The child minder has two dogs who are part of her family, have been risk assessed and are supervised around the children. Childminding takes place mainly on the ground floor with direct access to the outdoor behind the house. The garden is set over two levels with good facilities for children to enjoy a variety of play including physical exercise.

Our findings

The childminder has effective policies in place and understands her responsibility in relation to the safety and welfare of children. She ensures that the environment is safe, secure, and well maintained indoors and outdoors. The front door is locked and secure and children are supervised at all times. She has regular cleaning routines and these reflect good hygiene practices. The childminder completes effective fire risk assessments and emergency evacuations are practised and recorded with all children. Risks to children's health and safety are identified and where possible reduced or eliminated. There is a general risk assessment for use of the trampoline, but currently there is no parent consent in place.

The childminder has two dogs that can get excited, bark loudly, and sometimes jump up on the sofas when a visitor arrives at the setting. The childminder manages the situation consistently in line with her dog policy, and send them upstairs and closes the stair gate. Parents have been provided with all the information regarding the management of the dogs.

The childminder ensures the environment has good indoor and outdoor play spaces for children to explore. Her home is clean, warm and is appropriately furnished so children can play and relax. The garden area is used as often as possible and offers a good range of resources which stimulate their curiosity and interest. The childminder organises the environment well so that children can move around the different areas confidently and freely. It was evident that they were familiar with what toys and games on offer.

Resources provided by the child minder are clean, well maintained and suitable for their needs. She provides resources that foster children's curiosity about the wider society, promoting equality, and learning about cultural awareness. She had a good selection of Welsh, multi-cultural and natural resources for children to access.

4. Leadership and Management

Good

Summary

The child minder manages her service very well and strives to continually improve her skills and the quality of service she provides. She is proactive and welcomes feedback on her service. She operates her business in line with a comprehensive set of policies and procedures that are focused on children's needs, regularly reviewed, updated and made available to parents.

Our findings

The child minder's service is compliant with the Day Care Regulations and ensures she meets most of the National Minimum Standards (NMS). She has a definite vision for her home care service that she shares with parents and carers. Parents have a comprehensive picture of the service as there is a clear statement of purpose (SOP) and detailed policies and procedures. Contracts are agreed with parents and permissions for activities such as taking photographs are sought. These contracts seek additional information from parents regarding the care of their child although some minor details had not been completed on the registration forms by parents. Record keeping is organised and well maintained. We looked at a sample of records including registers, children's records and accident forms which were all completed appropriately.

The child minder is aware of her responsibility regarding relevant CIW documentation and has completed her quality of care review which contained the views of parents and children who use the service. There are procedures in place such as a complaints policy which help to obtain additional feedback. The child minder told us she had not received any complaints. The childminder ensures that she notifies CIW of significant events.

The child minder does not employ an assistant and manages her time well. She keeps up to date with best practice and refreshes her training and skills regularly. She is due to complete further Behaviour Management training and the Early Years Nutritional update by the end of November 2019. The childminder follows timely and robust security checks in order to safeguard children. This includes updating all Disclosure and Barring (DBS) service checks for persons over the age of 16 years who live at the premises.

The child minder understands the importance in working in partnership with parents and carers to ensure that children experience all the support required to meet their individual needs. She has been operating since 2008 and in that time she has developed very good links within the community. Much of her business is from word of mouth and via recommendations from parents who use her service. She completes written child record forms for the younger children and keeps parents informed by phone, texts, emails, written records and daily verbal feedback.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

None

5.2 Recommendations for improvement

- Ensure parents have provided written consent for the use of the trampoline;
- review registration documentation to ensure that all information required has been completed ;
- continue to develop the planning and assessment of children linked to the next steps in their learning and
- update the food menu with details of possible allergens in line with Environmental Food Standards requirements.

6. How we undertook this inspection

This was a full inspection which was undertaken as part of our normal schedule of inspections. The childminder was contacted shortly before the inspection to establish her availability. One inspector completed the inspection over two visits.

During the inspection we;

- engaged with the children present;
- looked at the information held by CIW;
- examined a wide range of records that support the childminders service. These included the Statement of Purpose, risk assessments, copies of policies which included safeguarding, safety records and monitoring records, children's records;
- made a visual check of the premises used by children and
- provided full feedback by telephone following the inspection.

Further information about what we do can be found on our website:

www.careinspectorate.wales

7. About the service

Type of care provided	Child Minder
Registered Person	Emma Jones
Registered maximum number of places	6
Age range of children	Birth to 15 years
Opening hours	8.00am to 6.30pm Monday to Friday
Operating Language of the service	English
Date of previous Care Inspectorate Wales inspection	20 November 2015
Dates of this inspection visits	5 & 12 September 2019
Is this a Flying Start service?	No
Is early year's education for three and four year olds provided at the service?	No
Does this service provide the Welsh Language active offer?	This is a service that does not provide an 'Active Offer' of the Welsh language. It does not anticipate, identify or meet the Welsh language needs of people/children who use, or intend to use their service. We recommend that the service provider considers Welsh Government's More 'Than Just Words follow on strategic guidance for Welsh language in social care'.
Additional Information: Childminder provides care for children with Additional Learning Needs.	

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